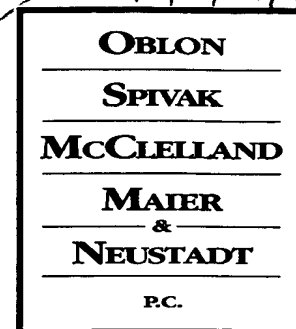




Docket No.: 202586US8

COMMISSIONER FOR PATENTS
ALEXANDRIA, VIRGINIA 22313



ATTORNEYS AT LAW

RE: Application Serial No.: 09/784,069
Applicants: Mark A. PODRACKY
Filing Date: February 16, 2001
For: SYSTEM, METHOD, AND COMPUTER PROGRAM
PRODUCT FOR SUPPORTING MULTIPLE
SERVICE PROVIDERS WITH A TROUBLE TICKET
CAPABILITY
Group Art Unit: 2152
Examiner: ZHONG, CHAD

SIR:

Attached hereto for filing are the following papers:

**NOTICE OF APPEAL
REQUEST FOR EXTENSION TIME (3 MONTHS)**

Our credit card payment form in the amount of \$760.00 is attached covering any required fees. In the event any variance exists between the amount enclosed and the Patent Office charges for filing the above-noted documents, including any fees required under 37 C.F.R. 1.136 for any necessary Extension of Time to make the filing of the attached documents timely, please charge or credit the difference to our Deposit Account No. 15-0030. Further, if these papers are not considered timely filed, then a petition is hereby made under 37 C.F.R. 1.136 for the necessary extension of time. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

OBLON, SPIVAK, McCLELLAND,
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BDL:TJF:fbf

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